



Excellence
in Health Care
Starts Here

Detroit VA
Healthcare System



VA
HEALTH
CARE

Defining
EXCELLENCE
in the 21st Century



Detroit VA Healthcare System Leadership, L to R: Annette Walker, B.S.N., R.N., Associate Director; Michelle Werner, Chief, Clinical Operations; Ann Herm, R.N., B.S.N., M.S., Associate Director, Patient Care Services; Pamela Reeves, M.D., Director; Scott Gruber, M.D., Ph.D., M.B.A., FACS, FCP, FACHE, CPE, Chief of Staff.

Message from **Detroit VA Healthcare System Director**

I want to first thank you for opening this calendar, our 2013 Annual Report. I consider each of you, whether you are staff, volunteers, community partners, Veterans or family members of Veterans, our stakeholders. You have a great interest in how we function and how we perform here at the Detroit VA Healthcare System, and I'm thrilled to report!

We conceived the concept of a calendar for a 2013 Annual Report because I, along with our entire leadership team, felt we owed it to you to update you on the success of our key service lines. We have made great strides in the past year, when it comes to innovation, access, community outreach, patient safety, expansion and research, and I want to provide you with the details so you can better understand how we run our medical center.

In 2012, our theme for this publication was I CARE, VA's Core Values and Characteristics. "Integrity, Commitment, Advocacy, Respect and Excellence" We rolled

this concept out to our employees and within days, it became our guiding principle for each of our services.

I think you will see in these summaries of service lines, whether you are reading about Mental Health or GI Oncology, our greatest goals always boil down to one noble function: outstanding care for our Veterans.

**We've had a remarkable year
and we are ready to
make great strides in 2014!**

We thank you for allowing us to share our accomplishments with you. Thank you for your support and as always, thank you for your service.

Pamela Reeves, M.D.
Medical Center Director

JANUARY

**Cervical Cancer
Awareness Month**

**National Glaucoma
Awareness Month**

**Poverty in America
Awareness Month**

**National Volunteer
Blood Donor Month**

**National Radon
Action Month**

**Thyroid Awareness
Month**

Sunday

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

www.detroit.va.govfacebook.com/VADetroittwitter.com/VADetroit

1 New Year's Day

2

3

4

5

6

7

8

9

10

11

12

13

14

15

16

17

18

19

20 Martin Luther
King, Jr. Day

21

22

23

24

25

26

27

28

29

30

31

JANUARY

**VA**
HEALTH
CAREDefining
EXCELLENCE
in the 21st Century



Mental Health Service Line

2013 was a year of challenge and change for the Detroit VA Healthcare System Mental Health Service.

Our new location on the 7th floor, blue section, allowed us to make sure our team members were co-located to improve communication and care-coordination among our providers.

Each day, our Mental Health team strives to provide compassionate, evidence-based, high quality mental health care to all Veterans encompassing the full range of psychiatric disorders and psychosocial stressors. We provide multidisciplinary consultation, evaluation, and treatment for difficulties with mood and anxiety, post-traumatic stress disorder, schizophrenia, substance use disorders as well as provide a full array of services for Veterans who are homeless or have other significant psychosocial problems.

Our team spent the year developing and rolling out our new model within our new outpatient clinic. While

the national Mental Health Hiring Initiative allowed us to hire more clinical staff, we continued to develop one of our core models, the peer support program.

In August 2013, we held an incredibly successful Mental Health Summit here in our facility. This gave us an opportunity to connect with our community partners who we work with to provide care for our Veterans.

Accomplishments in 2013 for Mental Health Service

- **Reduction in wait times**
- **Same day access in walk-in Mental Health Clinic**
- **Creation of team-based care –**
This allows for the appropriate level of treatment provided by the correct group of clinicians.

FEBRUARY

AMD/Low Vision Awareness Month

American Heart Association Month

National African-American History Month

Wise Health Care Consumer Month

National Cancer Prevention Month

National Senior Independence Month

Library Lovers Month

Sunday

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

www.detroit.va.gov
[facebook.com/VADetroit](https://www.facebook.com/VADetroit)
twitter.com/VADetroit

In 2013, our team provided mental health services to nearly 10,000 unique Veterans through our various programs. We are the first in the network to convert our entire general mental health outpatient program into Behavioral Health Inter-professional Program teams and one of the first in the nation to embrace this model on our own.

1

2

3

4

5

6

7

8

9

10

11

12 Lincoln's
Birthday (1809)

13

14 Valentine's
Day

15

National Salute to Veteran Patients Week

16

17 Presidents
Day

18

19

20

21

22 Washington's
Birthday (1732)

23

24

25

26

27

28

FEBRUARY


VA
HEALTH
CARE

 Defining
EXCELLENCE
in the 21st Century



Primary Care and Women's Health-PACT

The use of the Patient Aligned Care Team or PACT model in Primary Care provides accessible, coordinated, comprehensive, patient-centered care, that is managed by primary care providers with the active involvement of other clinical and non-clinical staff. PACT allows patients to have a more active role in their health care and is associated with improved quality, increased patient satisfaction, and decreased hospital costs due to fewer hospital visits and readmissions. This PACT Team model is used to care for the more than 36,000 unique Veterans who receive primary care services through the Detroit VA Healthcare System.

A risk stratification model was used to improve resource allocation, better understand the distribution of disease/ illness in our Veteran population and develop proactive approaches for high risk patients to improve the quality of care and the patient experience in a cost

effective manner. Our Health Promotion and Disease Prevention Coordinator assists in identifying and providing opportunities to engage our patients as partners in healthcare through patient education and proactive self-management of chronic illnesses. Communication has been improved with the growing use My Healthy Vet, which enables Veterans to communicate with their PACT teams through secure messages and view appointments, medications, progress notes and lab results.

Primary Care PACT Team Goals:

- ❑ Improve access
- ❑ Reduce hospital readmissions
- ❑ Improve continuity of care
- ❑ Improve the patient experience through shared medical decision making

MARCH

Women's History Month

Save Your Vision Month

National Nutrition Month

American Red Cross Month

National Kidney Month

Hemophilia Month

National Eye Donor Month

Ethics Awareness Month

National Colorectal Cancer Awareness Month

Chronic Fatigue Awareness Month

Multiple Sclerosis Education Month

Deaf History Month

National Social Work Month

Brain Injury Awareness Month

Irish American Heritage Month

National Nutrition Month

Sunday

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

www.detroit.va.gov
facebook.com/VADetroit
twitter.com/VADetroit

FY13 saw significant improvement in primary care access through the creation of same day appointments, improved communication through the Telephone Call Center and MyHealthyVet, and the use of non-face-to-face visits (telephone and video conferencing), resulting in more than 96% of Veterans being seen in Primary Care within 7 days of their desired date.

1

2

3

4

5

6

7

8

9

10

11

12

13

14

15 VA Cabinet Status (1989)

16

17 St. Patrick's Day

18

19

20 Spring Begins

21

22

23

24

25

26

27

28

29

30

31

National Disabled Veterans Winter Sports Clinic

MARCH


VA
HEALTH
CARE

 Defining
EXCELLENCE
in the 21st Century



Pulmonary Service

We are proud of our
six Centers of Excellence
within the Pulmonary Service
Line at the Detroit VA
Healthcare System.

COPD Center of Excellence

COPD is a preventable and treatable disorder. Here in Detroit, we have 11 outpatient general and specialized pulmonary clinics staffed by specialists who provide care for different stages of this disease.

Lung Cancer Program

We believe we have set the standard for all surrounding hospitals when we initiated our multidisciplinary lung nodule board three years ago. This program was awarded CME credit from Wayne State University, for its educational and quality care value.

Pulmonary HTN Program

Already an established program, we are in the process of building a more comprehensive multidisciplinary team that includes a nurse, respiratory therapist, pharmacist, cardiologist and a pulmonologist.

Respiratory Care Center

In our Respiratory Care Center, we have staff available 24 hours a day, seven days a week to provide patients with all aspects of respiratory care, from ventilator management to breathing treatments.

Center of Interventional Pulmonology

The Detroit VA Healthcare System has one of the few Interventional Pulmonology Centers in the area with cutting-edge, and sometimes rare, diagnostic tools along with a superb interventional pulmonologist.

Sleep-Wake Disorder Center

Our center is accredited by the American Academy of Sleep Medicine (AASM). The center has a strong clinical, research and academic program that includes sleep fellows. Our state-of-the-art outpatient facilities provide testing for the diagnosis and treatment of a variety of sleep disorders.

APRIL

Alcohol Awareness
Month

Cancer Control
Month

Counseling
Awareness Month

National Donate
Life Month

National
Occupational
Therapy Month

Parkinson's
Awareness Month

Stress Awareness
Month

Sunday

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

www.detroit.va.gov
facebook.com/VADetroit
twitter.com/VADetroit

1

2

3

4

5

National Disabled Veterans Winter Sports Clinic – Snowmass, Colorado

6

7

8

9

10

11

12

National Volunteer Week

13 Palm Sunday

14 Passover begins
at sundown

15 Tax Day

16

17

18

19

Volunteer Week

20 Easter Sunday

21

22 Earth Day

23

24

25

26

27

28

29

30

In FY13, the Pulmonary Service Line saved more than \$300,000 by adding Endobronchial Ultrasound (EBUS) testing to our interventional pulmonology program. Through our specialized severe COPD program, medication compliance improved from 20% to 80%. We also continue to improve the time line between suspicion to diagnosis of lung cancer.

APRIL


VA
HEALTH
CARE

 Defining
EXCELLENCE
in the 21st Century



Cardiovascular Service

We have reduced the number of 30-day readmissions to the medical center by nearly one half.

Our comprehensive cardiology program includes on-site diagnostic testing and clinical management for a wide range of cardiac conditions.

The Heart Failure/Cardiovascular service line is primarily geared toward serving a select group of cardiac patients with the diagnosis of congestive heart failure and associated left ventricular systolic dysfunction.

We have two newly established heart failure clinics which are run in conjunction with a pharmacy-drug titration clinic. Patients admitted for heart failure are seen by cardiologists on consultation, and undergo heart failure education while in-house. Before discharge, patients are referred to our tele-health program to reinforce concepts and monitor patient progress.

We have specific goals in our cardiology unit, including:

- Reducing ER and hospital admissions for Congestive Heart Failure (CHF)
- Developing an integrative approach to tackling CHF
- Optimization of medication for heart failure patients
- Early recognition and intervention of fluid overload symptoms

MAY

Asian-Pacific American Heritage Month

Allergy and Asthma Awareness Month

Hepatitis Awareness Month

Huntington's Disease Awareness Month

National Mental Health Month

National High Blood Pressure Education Month

Lupus Awareness Month

National Osteoporosis Awareness Month

Oncology Nursing Month

Stroke Awareness Month

Jewish-American Heritage Month

National Military Appreciation Month

Sunday

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

www.detroit.va.gov
facebook.com/VADetroit
twitter.com/VADetroit

In the Cardiovascular Service Line, we are using tele-health to improve weekly communication and medication adjustment for heart failure patients in their homes. We are also establishing a new clinic focused on Atrial Fibrillation in order to improve rate control and medication effectiveness.

1

2

3

4

5

6

7

8

9

10

11 Mother's Day

12

13

14

15

16

17

National Hospital Week

National Veterans Golden Age Games – Fayetteville, Arizona

18

19

20

21

22

23

24

Golden Age Games

25

26 Memorial Day (Observed)

27

28

29

30 Memorial Day (Traditional)

31

MAY


VA
HEALTH
CARE

 Defining
EXCELLENCE
in the 21st Century



Perioperative Service

Our Perioperative Service Line offers diverse surgical procedures for Veterans. We pride ourselves on the care we provide throughout the surgical process, including consultation, screening, the intraoperative OR experience and the postoperative or recovery care period.

Here at the Detroit VA Healthcare System, we operate on Veterans who come to us in both ambulatory situations and as inpatients. We also treat patients referred to us from other VA Medical Centers throughout the State of Michigan. We pride ourselves on the fact that our service is in a comprehensive expansion mode. We have also increased the number of patients we

Our accomplishments in 2013 include the addition of robotic urological and ENT surgeries, along with non-cardiothoracic surgeries.

treat and the complexity of the operations we perform.

We have improved the patient experience by implementing clinical nurse manager rounds to make sure patient expectations are met.

JUNE

National Safety
Month



National Scleroderma
Awareness Month

Vision Research
Month

Professional Wellness Month

Hernia Awareness
Month

Lesbian, Gay, Bisexual and Transgender
Pride Month

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6 D-Day Anniversary (1944)	7
8	9	10	11	12	13	14 Flag Day
15 Father's Day	16	17	18	19	20	21 Summer Begins
22	23	24	25	26	27	28
29	30	<p>In FY13, the Detroit VA Healthcare System Surgical Service doubled its surgical volume from the previous year.</p>				<p>www.detroit.va.gov</p> <p> facebook.com/VADetroit</p> <p> twitter.com/VADetroit</p>

JUNE



VA
HEALTH
CARE

Defining
EXCELLENCE
in the 21st Century





Research

Mission

The Office of Research and Development (ORD) aspires to discover knowledge, develop VA researchers and health care leaders, and create innovations that advance health care for our Veterans and the Nation.

Medical Research has been part of the VA mission for nearly 90 years.

The Detroit VA Healthcare System participates in three research disciplines:

- Biomedical Laboratory Research and Development
- Clinical Science Research and Development
- Rehabilitation Research and Development

Research in FY13 included the areas of Kidney Disease, Cancer, Diabetes, Mental Illness, Sleep Apnea, Traumatic Brain Injury, Infectious Diseases, Tinnitus and Psoriasis. During FY13, our investigators were awarded nearly \$3.6 million to conduct VA research. We also

received funding from the National Institutes of Health (NIH) and the Department of Defense (DOD), pharmaceutical sponsors and private donors.

The focus of our program for FY13 and FY14 is to increase the level of medical research at this VA medical center, with a focus in the areas of mental health and PTSD.

FY13 accomplishments

- Award of nearly \$400,000 from the Shared Equipment Evaluation Program through the Research and Development (ORD)
- This year our Investigators published a total of thirty-nine peer reviewed articles.
- Investigator, Alana Conti, Ph.D., received the Wayne State University Academy of Scholars Junior Scholars Award for the 2013-2014 academic year.





How do we make our facility stronger?

Leadership at the Detroit VA Healthcare System values feedback from both patients and employees. One of our goals is to use results of various surveys to both improve our initiatives and our level of care. In 2013, one of our critical goals was to both improve employee satisfaction, but also to make sure we listened to our front line employees about how we can make our work environment more productive so we can better serve our Veterans.

We hold quarterly Town Hall Meetings in which we engage our employees in our strategic planning initiative. We also encourage our supervisors to discuss All-Employee Survey results with their employees, and brainstorm long-term opportunities for improvement. From these conversations, we identify staff concerns such as communication, training opportunities and customer service expectations. We are proud of the fact that in 2013, we had a nearly 80% response rate for this impor-

tant survey, highest of all medical centers in the network.

Patient surveys are crucial in terms of how we understand the expectations of our Veterans and how we meet those expectations. Inpatient and outpatient surveys are conducted on a regular basis. In order to make sure the Veteran Voice is heard, we select Veterans to sit on various hospital committees, and also hold Veteran Focus Groups to gain unique insight from the patient's perspective.

Important to note: this year, we surpassed the following important targets in measuring patient satisfaction:

- Inpatient Surgery Care, Communication re: Medication – 82.3%
- Inpatient Surgery Care, Shared Decision Making – 75.5%



Detroit VA Healthcare System—Veterans' Perspective

“Last week, I visited the Dermatology Clinic for my twice yearly exam and treatment. The people there are all very pleasant and professional, from the receptionists to the doctors. Dr. Peoples seems to be on top of everything!”

— John D.

“Everyone was friendly and helpful. Not just to me, but everyone was given a smile and a welcome. People everywhere smiled and offered help.”

— David G.

“My experiences have always been great! Smooth with friendly and courteous staff, medical and non-medical—keep up the great work!”

— Phillip B.

“I would like to say that I have been in the VA hospital system since 1974 and Doctor Mathews in Cardio is as caring and concerned a doctor that I have crossed paths with. He listens, he calls me at home to check on me and always is concerned about my best interest. Thank you.”

— Lance G.

“VA is the best!”

— Amos W.

“I have been working with Dr. Adler on pain management for years, and he has always been an outstanding provider. He listens, he remembers and he always treats my concerns with dignity and professionalism.”

— Kathleen W.





Musculoskeletal/ Pain Service

The Detroit VA Healthcare System Musculoskeletal/Pain Service Line Includes the following specialty clinics: Geriatric Evaluation and Management (GEM), Orthopedic, Rehabilitation: PT/OT/SLP, Spinal Cord Injury (SCI), Traumatic Brain Injury (TBI) and Polytrauma, Eye Clinic, Audiology and Pain Management. Our focus is the care and comfort of our Veteran patients. We strive to provide evidence-based practices to our patients that have a change in function due to pain, cognitive issues, vision difficulties, hearing/speech problems and injury to the musculoskeletal/nervous system.

In 2013, not only did we add an additional Interdisciplinary Pain Intake Clinic to better serve our Veterans,

we increased our use of massage and Yoga Medic for chronic pain patients. We also implemented evidence-based protocols for the treatment of chronic lower back pain in physical therapy.

FY13 Accomplishments of the Musculoskeletal/Pain Service

- Improved patient experience while improving access and continuity of care
- Increased and thorough communications with patients, along with providing comprehensive written and virtual information on diagnoses and treatments

JULY

**Bioterrorism/
Disaster Education
and Awareness
Month**

UV Safety Month

Sunday

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

www.detroit.va.gov[facebook.com/VADetroit](https://www.facebook.com/VADetroit)twitter.com/VADetroit

1

2

3

4 Independence Day

5

6

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21 Veterans
Administration
Created (1930)

22

23

24

25

26

27

28

29

30

31

Our multi-disciplinary pain program offers a variety of complimentary and alternative therapies for treatment of chronic pain conditions. We currently offer yoga medics, biofeedback, massage and plan for the provision of acupuncture in the near future.

JULY

**VA**
HEALTH
CAREDefining
EXCELLENCE
in the 21st Century



Acute Care Service

In Acute Care here at the Detroit VA Healthcare System, our goal is to provide standardized health care to patients with acute medical conditions from entry point into our medical center through discharge, in a patient-centered manner. Key components of this include: 24/7 Emergency Department, Fast Track, Inpatient Care Units (ICU, Medical, Surgical and Psychiatric Inpatient Beds) and Stroke Care Services. We strive to respond quickly and accurately to changes in demand from our patients and recognize opportunities to improve our performance and increase patient satisfaction.

In 2013, in a response to patient comments and requests, we added an Emergency Department Concierge program, additional dividers in our Emergency Depart-

ment for better patient privacy, a bedside triage program, new IV pumps, an improved coordination program for discharge appointments, and improved the process by which ED patients are moved to the medicine unit.

**The Acute Care
Service Line achieved
the designation
of “VHA Primary
Stroke Center”**

AUGUST

**Cataract
Awareness Month**

**National
Immunization
Awareness Month**

**Neurosurgery
Outreach Month**

**Psoriasis
Awareness Month**

**Spinal Muscular
Atrophy Awareness
Month**

MedicAlert Month

Sunday

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

www.detroit.va.gov
facebook.com/VADetroit
twitter.com/VADetroit

In 2013, the Detroit VA Healthcare System Emergency Department and Acute Care Service Line have treated more than 2,000 Veterans with chest pain or similar complaints, who qualified for acute coronary syndrome, with a cumulative 100% success in the ACS performance metrics.

1

2

3

4

5

6

7

8

9

10

11

12

13

14

15

16

National Veterans Wheelchair Games – Philadelphia, Pennsylvania

17

18

19

20

21

22

23

Wheelchair Games

24

25

26

27

28

29

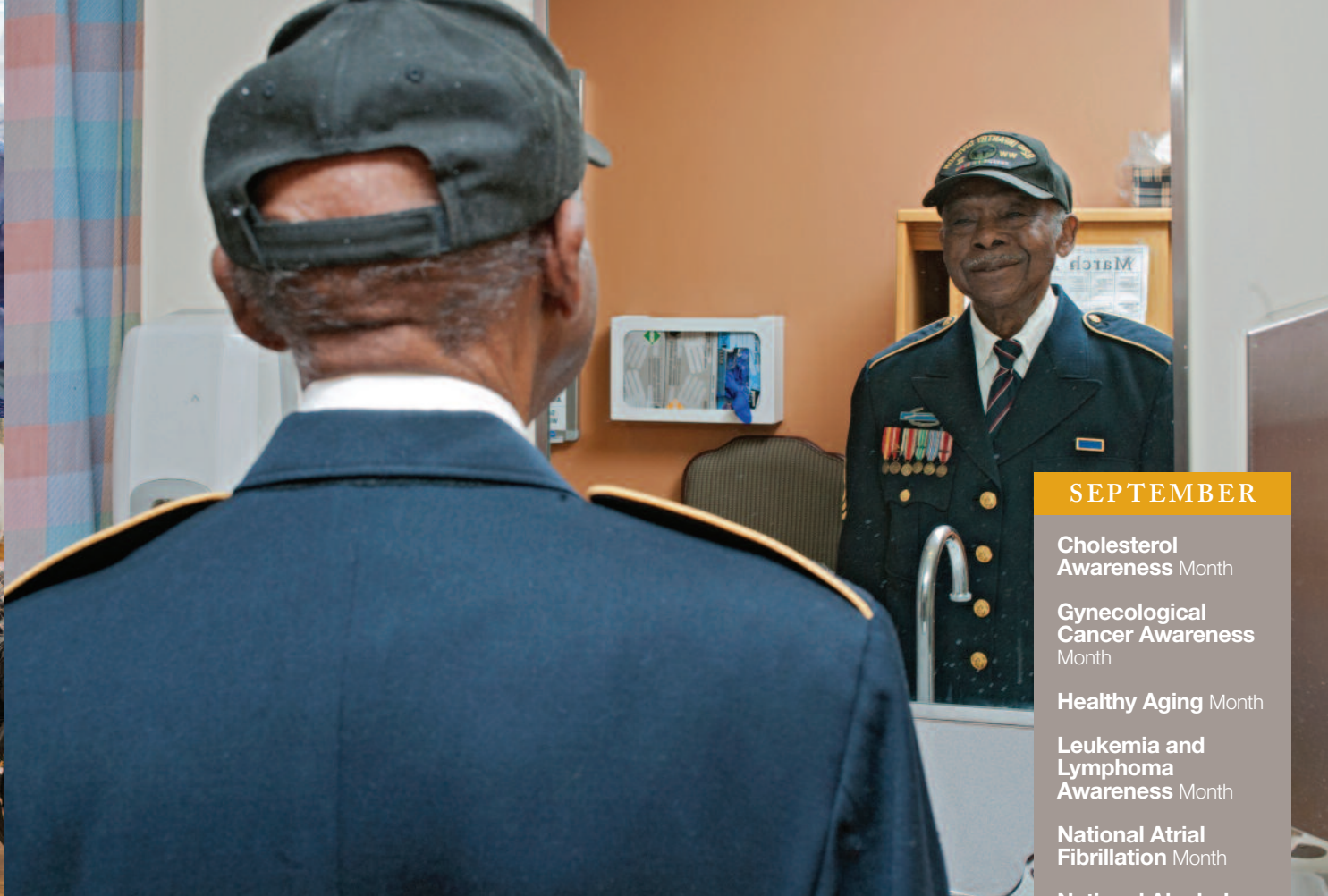
30

31

AUGUST


VA
HEALTH
CARE

 Defining
EXCELLENCE
in the 21st Century



Community Living Center

The Community Living Center at the Detroit VA Healthcare System strives to restore and maintain the highest level of well-being and the maximum amount of function and independence for our Veterans. In certain situations, there is also careful consideration and attention to end of life preparations.

We are fortunate to have staff that is enthusiastic, creative, engaging and understanding of the challenges faced by the Veterans in our program, and family members. Our Community Living Center resembles "home" as much as possible. The décor is bright and appealing and there are activities for Veterans of all ages. There are family friendly places for visiting and of course, Veterans are invited to decorate their rooms.

We strive to restore and maintain the highest level of well-being, and the maximum amount of function and independence for our Veterans.

Long Term Care Services include:

- Inpatient Rehabilitation
- Short-stay Skilled
- Respite Care
- Hospice and Palliative Care
- Long Term Care

SEPTEMBER

Cholesterol Awareness Month

Gynecological Cancer Awareness Month

Healthy Aging Month

Leukemia and Lymphoma Awareness Month

National Atrial Fibrillation Month

National Alcohol and Drug Addiction Recovery Month

National Hispanic Heritage Month
(Sept. 15 - Oct. 15)



National Preparedness Month

National Sickle Cell Disease Awareness Month

Pain Awareness Month

Prostate Cancer Awareness Month

Ovarian Cancer Awareness Month

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1 Labor Day	2	3	4	5	6
				National TEE Tournament – Iowa City, Iowa		
7	8	9	10	11	12	13
TEE Tournament						
14	15	16	17	18	19	20
National Veterans Summer Sports Clinic – San Diego, California						
21	22 Autumn Begins	23	24 Rosh Hashanah begins at sundown	25	26	27
28	29	30	<p>In November 2013, our inpatient rehabilitation program (located in our Community Living Center) underwent its triennial CARF Survey, receiving full accreditation with commendation for program leadership, staff involvement and clinical outcomes.</p>			
						www.detroit.va.gov  facebook.com/VADetroit  twitter.com/VADetroit

SEPTEMBER



VA
HEALTH CARE

Defining
EXCELLENCE
in the 21st Century



GI Oncology Service

In 2013, specific improvements in our care included a special focus on development of the GI Oncology Service Line. The GI Oncology Service at the Detroit VA Healthcare System provides care for our Veteran patients with a diagnosis of a GI malignancy.

The GI malignancies include a diverse group of cancers which are all staged and treated in a unique manner. The service is involved in the staging, treatment, follow-up and surveillance of the patient with this diagnosis. In coordination with the Veteran patient, the service line decides on the appropriate therapy and manages pain control, other symptoms and nutrition.

The service line also assesses treatment response and

progression of the disease in the patient, with appropriate scans and other studies at fixed intervals. In accordance with the patient's wishes, the service line may engage in new therapy or the previous therapy if disease progression is observed or the patient may be referred to hospice or palliative care.

GI Oncology 2013 Advancements:

- **New state-of-the-art Endoscopy Suite**
- **Newly renovated Chemotherapy Suite**
- **New technology in our Radiation Oncology Program**

OCTOBER

National Liver Awareness Month

National Breast Cancer Awareness Month

National Chiropractic Month

National Dental Hygiene Month

National Disability Employment Awareness Month

National Medical Librarians Month

National Physical Therapy Month

National Spina Bifida Awareness Month

National Hispanic Heritage Month

Eye Injury Prevention Month

National Cyber Security Month

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
www.detroit.va.gov facebook.com/VADetroit twitter.com/VADetroit	In 2013, the GI Oncology Service Line was awarded a multispecialty care neighborhood grant to pilot a Nurse Navigator Program that will improve the overall patient experience.		1	2	3 Yom Kippur begins at sundown	4
5	6	7	8	9	10	11
12	13 Columbus Day	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31 Halloween	
National Veterans Creative Arts Festival – Milwaukee, Wisconsin						

OCTOBER





Nephrology/ Kidney Hemodialysis Service

Nephrology is a specialty area of medicine that studies the functions of the kidney and the treatment of its problems. Our mission at the Detroit VA Healthcare System Nephrology Service is to establish a Center of Excellence for patients with kidney disease and to constantly work to improve the safety, quality delivery and value of care.

Renal diseases

Outpatients with severe hypertension, kidney stones, proteinuria, polycystic kidney disease, glomerulonephritis, and/or metabolic derangement from kidney failure are seen in the clinic by expert specialists. Inpatient consultation is provided 24 hours/day.

Chronic Kidney Disease (CKD)

Patients with advanced CKD are seen in the Nephrology Interdisciplinary Clinic by members of the team which includes Nephrologists, Transplant Nephrologists, Vascular Surgeons, Nurse Practitioners, Pharmacists, Dieticians, and Social Workers.

HemoDialysis

The Hemodialysis Department provides renal replacement therapy to those with End Stage Renal Disease (ESRD) and acute failure. Included are ultra-filtration, and onsite/offsite capabilities. Peritoneal dialysis is an

option for patients through referral. We set our dialysis goals to exceed best practice standards in VISN 11.

Our vision is to provide comprehensive care with an interdisciplinary approach to improve outcomes and quality of life for our Veterans.

Recognition of our Nephrology Program:

- We achieved the highest prevalence AV Fistula Rate for Urban Facilities in the region, 81.4%
- The Nephrology Service received the 2010 Certification of Commendation from Renal Network 11
- Service received recognition for a poster presentation at the National Kidney Foundation 2012 Spring Clinical Meeting.

NOVEMBER

American Diabetes
Month

Epilepsy Awareness
Month

National Alzheimer's Disease
Month

National American Indian & Alaska Native Heritage
Month

National Family Caregivers Month

National AIDS Awareness Month

Pancreatic Cancer Awareness Month

National Long-Term Care Awareness
Month

Lung Cancer Awareness Month

COPD Awareness
Month

National Marrow Awareness Month

Pulmonary Hypertension Awareness Month

Sunday

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

www.detroit.va.gov
facebook.com/VADetroit
twitter.com/VADetroit

In 2013, we worked closely with designated VA Transplant Centers to coordinate workups for potential kidney transplants for 21 patients.

1

Creative Arts Festival

2 Daylight Savings Time Ends (Standard Time thru March 8, 2015)

3

4 General Elections Day

5

6

7

8

National Veterans Creative Arts Festival

9

10

11 Veterans Day

12

13

14

15

16

17

18

19

20

21

22

23

24

25

26

27 Thanksgiving Day

28

29

30

NOVEMBER



VA
HEALTH
CARE

Defining
EXCELLENCE
in the 21st Century



Detroit VA Healthcare System Outreach Efforts

Outreach is an important part of the overall delivery of The Detroit VA Healthcare System's programs and services to Veterans.

Through outreach we provide information regarding benefits earned by Veterans and assist them in applying for services. Our Outreach program is geared for Veterans of all eras, with a special emphasis on those who may be underserved.

Last year, we participated in more than 50 events that helped us get in touch with some of the 330,000 Veterans living in Southeast Michigan who are eligible for VA Healthcare.

In 2014, we continue our mission to help Veterans connect with the many resources available to them such as healthcare and employment. We also assist Veterans

understand the Affordable Care Act and how their VA eligibility helps them with the requirements of the new law.

2013 outreach participation included our presence at the following events:



- Valentines for Veterans Concert
- Downtown Hoedown
- OEF/OIF/OND Welcome Home Event
- International Women's Show
- Post Deployment Health Reassessment events (PDHRA)
- Southeast Michigan Veterans Stand Down

DECEMBER

National Drunk and Drugged Driving Prevention Month

International AIDS Awareness Month

Worldwide Food Service Safety Month

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16 Chanukah begins at sundown	17	18	19	20
21 Winter Begins	22	23	24	25 Christmas Day	26 Kwanzaa Begins (Dec 26-Jan 1)	27
28	29	30	31	www.detroit.va.gov  facebook.com/VADetroit  twitter.com/VADetroit		

DECEMBER



VA
HEALTH
CARE | Defining
EXCELLENCE
in the 21st Century

2013 By the Numbers

All statistics reflect Fiscal Year 2013.

Outpatient Visits

Detroit	465,745
Yale	12,750
Pontiac	11,307
Total	489,802

Inpatients Treated

Admissions	4,777
------------	-------

Operating Beds

Inpatient Mental Health	38
Long Term Care (CLC)	109
Offside Domicillary	50
Surgery	28
Medicine	42
ICU (12 Beds included in medicine count)	12
Stepdown (13 beds included in surgery total)	13
Facility Total	267

Number of Employees

Total	1,994
-------	-------

Total Uniques

Detroit	47,206
Yale	4,111
Pontiac	3,006
Total	54,323

Medical Care Collection Fund

Total	\$ 13,109,877
-------	---------------

Medical Center Budget

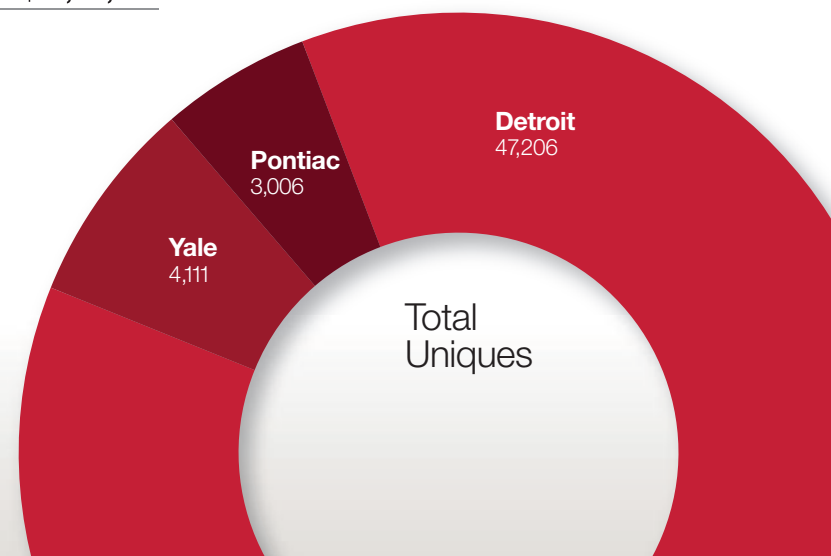
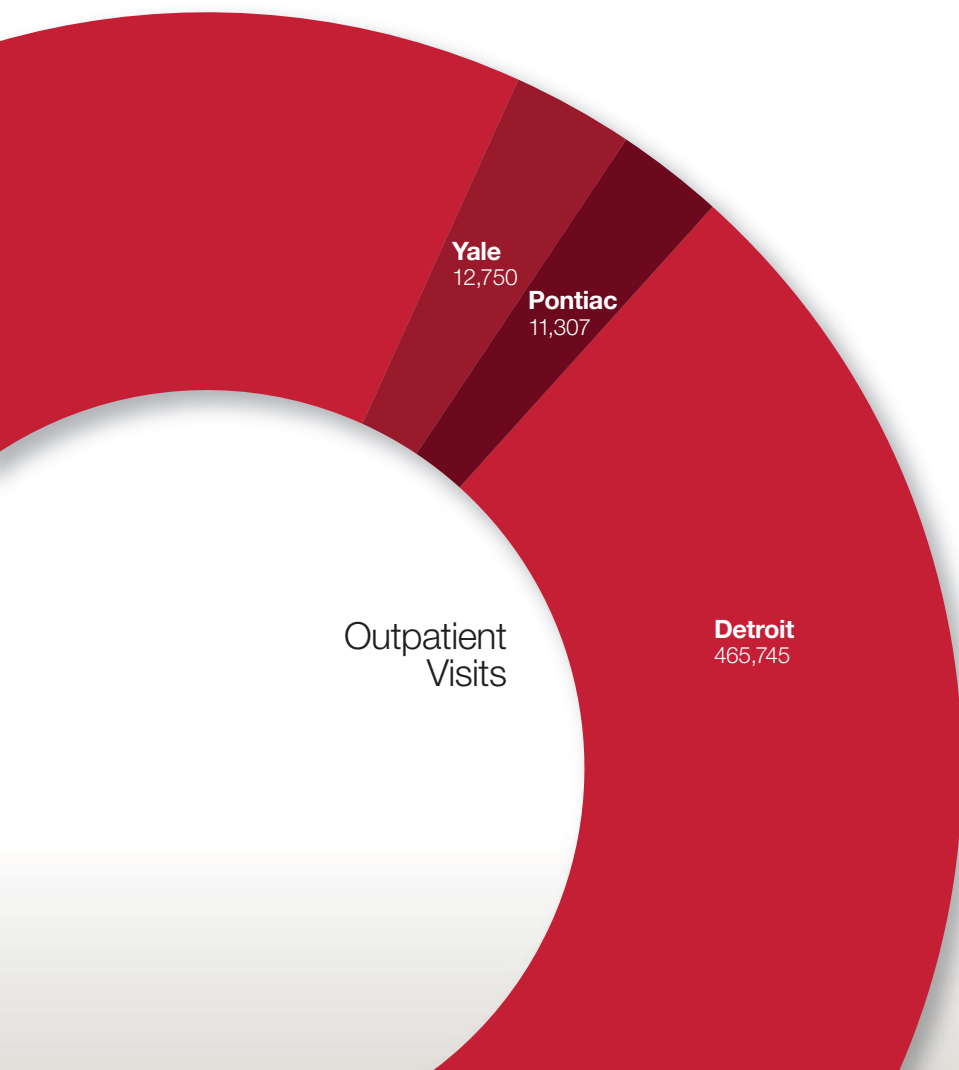
Total	\$323,191,885
-------	---------------

Voluntary Service

Total Volunteers (Regular and Occasional)	1,301
Total Volunteer Hours	92,886
Total Gift and Donations	\$ 860,426

Select Obligated Amounts and Collections

Salaries	\$ 210,697,884
Equipment	\$ 18,613,468
Projects	\$ 3,043,785
Vet Centers	\$ 1,679,628
Prosthetics	\$ 11,634,972
Fee	\$ 15,053,048
Travel/Training	\$ 301,456
IT Programs	\$ 2,584,060
Pharmacy	\$ 34,334,534
Research	\$ 2,995,015



2014

JANUARY						
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

FEBRUARY						
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	

MARCH						
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

APRIL						
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

MAY						
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

JUNE						
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

JULY						
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

AUGUST						
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

SEPTEMBER						
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

OCTOBER						
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

NOVEMBER						
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

DECEMBER						
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Telephone Numbers

Detroit VA Healthcare System

Toll Free

1-800-511-8056

Medical Center Operator

313-576-1000

Telephone Call Center

Scheduling	61051
Pharmacy	61340
Triage	61500

Extensions

Admitting	64351
Agent Cashier	63493
Beneficiary Travel	64346
Chaplain Services	63362
Eligibility & Registration	65731
Emergency Department	64436
Fee Basis	60489
Homeless Program	63763

Medical Units

Inpatient Medical (A3N)	64150
Surgery (A4N)	64180
Hospice and Rehabilitation (A5N, A5S)	64085/64241
Community Living Center (CLC)	64325
ICU	63639
Stepdown (A3N)	63295
OEF/OIF/OND Program Coordinator	61249
Patient Advocate Office	64718/63666
Patient Learning Center	63109
Police & Security	63592
Prosthetics	64897
Public Affairs Office	63340/63596
Release of Information	63497
Social Work Service	64946
Veterans Benefits Counselor	65791
Voluntary Service	63332
Women's Health Program	63875

2015

JANUARY						
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

FEBRUARY						
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28

MARCH						
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

APRIL						
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

MAY						
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

JUNE						
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

JULY						
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

AUGUST						
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

SEPTEMBER						
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

OCTOBER						
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

NOVEMBER						
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

DECEMBER						
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		



Detroit VA Healthcare System

4646 John R Street
Detroit, Michigan 48201
313-576-1000



Pontiac CBOC

44200 Woodward Avenue
Suite 208
Pontiac, Michigan 48341
248-332-4540



Yale CBOC

470 Brockway Road
Yale, Michigan 48097
810-387-3211

Vet Centers

Dearborn Vet Center

19855 Outer Drive, Suite 105 W
Dearborn, Michigan 48124
313-277-1428
toll free **877-927-8387**
fax **313-277-5471**

Detroit Vet Center

4161 Cass Avenue
Detroit, Michigan 48201
313-576-1514
toll free **877-927-8387**
fax **313-277-5471**

Macomb County Vet Center

42621 Garfield Road Suite 105
Clinton Township, Michigan 48038-5031
586-412-0107
toll free **877-927-8387**
fax **586-412-0196**

Pontiac Vet Center

44200 Woodward Avenue, Suite 108
Pontiac, Michigan 48341
248-874-1015
toll free **877-927-8387**
fax **248-874-0813**

www.detroit.va.gov

 facebook.com/VADetroit

 twitter.com/VADetroit



VA
HEALTH
CARE

Defining
EXCELLENCE
in the 21st Century